

WARRANTY POLICY LETTER

Reference number:	WPL-30-1551	Issued: 6 August, 2021
Subject:	Parts Pricing for Body Repair	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

It has come to our notice that some Body Repair Centres are using incorrect part prices when creating estimates for warranty or goodwill repairs. Part prices stated on estimates must be the Stock Prices shown on the Parts Ordering form in AML's Dealer Communication System (DCS). They must not be DCS List Prices or Recommended Retail Prices (RRP) found on the open market. Body Repair Centres must not make a profit on AML parts when conducting warranty or goodwill repairs.

AML occasionally conducts audits on warranty claims. If incorrect pricing is found, the cost will be charged back to the repairer.

Please make sure that this information is copied to all applicable personnel in your Dealership.

Thank you for your support. If you have any questions, please email our Warranty Department at:
warranty@astonmartin.com.

Yours sincerely



Andrew West
Director, Client Services.